

2013 Shining Stars



dependable

dedicated

self-disciplined

reliable

motivated

diligent

Supervisor of the Year, Civil Division Rachel Castro



Rachel is the Supervisor in our Civil Division. She has risen through the ranks and has done an outstanding job in her newly-appointed position. She applies what she has learned in working with our office for the past 15 years and can relate her knowledge to assist her team.

Prior to her supervisory position in 2013, Rachel was assigned to oversee a new project we created to work with the Attorney General's office. Her task was to select a staff and the work required to streamline the paperwork we received from the OAG. She undertook this task and managed to work well with her team since they had to travel to a different building every day and then transport the work to our office at the end of the week. The project was highly successful due to her diligence and her ability to work with staff as well as the courts, court personnel and Attorney General employees.

Her in-house expertise provides daily guidance for the civil department employees. One of her significant projects as Supervisor is lending her expertise to lead the e-filing project which requires constant supervision as well as recommendations for improvements. As a result of her efforts, we continue to be viewed as a model office across the state.

Congratulations Rachel, and thanks for your leadership and dedication you bring to the District Clerk's Office!!



Supervisor of the Year, Criminal Division John Paul Compton



John has come into his own as the records and information supervisor in the Criminal Division. He oversees a staff that is well-trained and often complimented on their customer service.

He has established procedures designed to ensure every step is taken to preserve the integrity of the records. For over five years, JP and his staff have maintained both paper and electronic records in preparation for the new case management system that will soon be in place for the Criminal District courts.

John is also in charge of processing and storing evidence and exhibits received from court reporters after a trial is concluded. He keeps excellent records on these exhibits and secures them in two separate buildings plus offsite storage.

JP is consistently looking to improve operations and presents ideas to make things better. When the concept of electronic subpoenas was presented, John led the charge and worked with technical support, the Manager, the District Attorney, and the Constable to make this project a success within a short time.

Most of all, he accomplishes his tasks in a cheerful and supportive way. This is an example of his management style that makes everyone feel at ease.

John is also one of our long-tenured employees who was already here when I took office 23 years ago.



Information Technology Support Team



L-R: Ted Nicholson, Matthew Nelms, Amalia, Victor Jauregui, Jeff Wilson, Burnett Treat

Victor Jauregui



Victor is our Business Analyst /Project manager extraordinaire. He joined our team in 2012 and has taken a leadership role in overseeing various projects most notably, the AARO project and our new E-filing system. Victor brings a wealth of knowledge and experience having previously worked for several software companies as well as court management. Victor assisted in implementing our Attorney Access to Records Online (AARO) project last year, which now boasts over 3600 registered users. The program is available to any attorney who requests access to our records online at no charge.

While we have had mandatory e-filing since 2010 in Travis County, this year, the state mandated that the ten most populous counties implement mandatory e-filing including family cases by January 1st. The state also selected a new vendor, E-File Texas, as the state portal; with the new changes we had to also configure our own DMS system. Victor and Ted Nicholson worked to insure the DMS system interfaced with the state system.

Victor is organized, prepared and always has a great smile!!

Matthew Nelms



Matthew was our second staff person to join Burnett in our newly-created IT department back in 2005. He has consistently worked to insure we have the technology tools that we need to perform our jobs and to keep track of staff needs as well as installing new equipment as needed. Matthew is multi-talented and has experience in web design, photography as well as a strong customer-service background.

One of Matthew's main projects is to maintain our I-Jury program and he worked to implement our IVR system which we introduced two years ago. He took charge to insure our IVR system was in proper working order as well as kept us up to date during the vendor negotiations. He even recorded some of the messages to alert jurors of any changes to their jury service.

Next time you see Matthew with a cart loading or carrying equipment, offer to lend him a hand!

Ted Nicholson



Ted is familiar to almost everyone in the office who was around when we first implemented our Document Management System---because at the time he was employed by Vista, the company that we purchased the system from. He trained everyone on how to use the “new” program to help us prepare for e-filing. He and Burnett worked closely together then and shortly after he left Vista, we hired him as a Business Analyst.

He has developed custom-designed applications for our office as well and continues to maintain/support our DMS. Ted has been instrumental in helping the office improve our business processes by automating many of our manual functions. One of his latest projects was designing an application of the new e-filed civil suits which allows some of the researchers to be able to view the documents as soon as a case is processed. This has helped tremendously and we are able to keep track of new civil suits and how quickly they are entered into our system. This is a like a mini-AARO system since the public still is not able to view our records online until we have the ability to redact information before placing them on the internet.

Thanks Ted for consistently thinking of ways to improve our office processes.

Jeff Wilson



The newest addition to the IT support staff is Jeff Wilson and the first application developer for our office. Jeff joined the team last year and has hit the ground running. Immediately after he was hired, he started working to improve the appeals creator module that had previously been in place. With this significant improvement, staff is now able to process appeals in a very short amount of time. He also created an application that allows our records division to issue electronic certified copies which allows staff to respond quicker to requests from the public.

As the newest member of the team, he has a unique quality that complements the department and fills a niche that we needed. Jeff has several other projects in the works such as updating our Agency Upload module, the Judge's Workbench, and the next big project, the Public Access portal.

We welcome and thank Jeff for acclimating so quickly and contributing in such a remarkable way to the needs of our office.

Burnett Treat



Honorable mention goes to Burnett Treat, IT Manager, who has put in place such a great team and for his persistence and dedication to excellence. Burnet has been previously selected as a Shiny star and continues to set a good example for his team and the rest of our office.

Congratulations!!

